



ESTABLISHED 1895

June 26, 2014

Received & Inspected

JUN 27 2014

FCC Mail Room

REDACTED-FOR PUBLIC INSPECTION

VIA OVERNIGHT DELIVERY

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, S.W.
Washington, DC 20554

Re: Confidential Financial Information – Subject to Protective Order in WC Docket Nos. 10-90, 07-135, 05-337, 03-109, CC Docket Nos. 01-92, 96-45, GN Docket No. 09-51, WT Docket No. 10-208, Before the Federal Communications Commission

Dear Ms. Dortch:

Sierra Telephone Company, Inc. (Sierra Telephone), a privately-held rate of return carrier receiving high cost support, has electronically submitted FCC Form 481 to the Commission with redacted financial data, in compliance with 47 C.F.R. §§ 54.313 and 54.422.

As specified in the Protective Order issued on November 16, 2012 by the Commission, two copies of the redacted confidential information are being filed simultaneously with the non-redacted confidential information. The redacted information for this filing and each page of the file where confidential information has been omitted is marked "REDACTED - FOR PUBLIC INSPECTION".

Please contact Linda Burton, Regulatory Manager, with any questions by telephone at 559-642-0229 or by E-mail at lindab@stcg.net.

Sincerely,

A handwritten signature in cursive script that reads "Cindy A. Huber".

Cindy A. Huber
Vice President Operations

Enclosures

No. of Copies rec'd 0
List ABCDE

Sierra Telephone Company, Inc.
WC Docket No. 10-90
June 26, 2014
Page 2

Copies to:

Mr. Charles Tyler
Telecommunications Access Policy Division
Wireline Competition Bureau
445 12th Street, S.W., Room 5-A452
Washington, DC 20554

California Public Utilities Commission
Communications Division/ETC Section
505 Van Ness Avenue
San Francisco, CA 94103-3298

Picayune Rancheria of the Chukchansi Indians
46575 Road 417
Coarsegold, CA 93614-8776

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

Page 1

<010> Study Area Code 542338
<015> Study Area Name SIERRA TELEPHONE CO
<020> Program Year 2015
<030> Contact Name: Person USAC should contact with questions about this data Linda Burton
<035> Contact Telephone Number: 5596420229 ext. Number of the person identified in data line <030>
<039> Contact Email Address: Email of the person identified in data line <030> lindab@stcg.net

Received & Inspected

JUN 27 2014

FCC Mail Room

| ANNUAL REPORTING FOR ALL CARRIERS | | 54.313 Completion Required | 54.422 Completion Required |
|---|---|-------------------------------------|-------------------------------------|
| (check box when complete) | | | |
| <100> Service Quality Improvement Reporting | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <200> Outage Reporting (voice) | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <210> <input checked="" type="checkbox"/> <-- check box if no outages to report | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <300> Unfulfilled Service Requests (voice) 0 | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <310> Detail on Attempts (voice) | (attach descriptive document) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <320> Unfulfilled Service Requests (broadband) 1 | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <330> Detail on Attempts (broadband) 542338ca330.pdf | (attach descriptive document) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <400> Number of Complaints per 1,000 customers (voice) | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <410> Fixed 0.0 | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <420> Mobile 0.0 | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <430> Number of Complaints per 1,000 customers (broadband) | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <440> Fixed 0.0 | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <450> Mobile 0.0 | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <500> Service Quality Standards & Consumer Protection Rules Compliance | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <510> 542338ca510.pdf | (attach descriptive document) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <600> Functionality in Emergency Situations | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <610> 542338ca610.pdf | (attach descriptive document) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <700> Company Price Offerings (voice) | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <710> Company Price Offerings (broadband) | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <800> Operating Companies and Affiliates | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <900> Tribal Land Offerings (Y/N)? <input checked="" type="radio"/> <input type="radio"/> | (if yes, complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1000> Voice Services Rate Comparability | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1010> | (attach descriptive document) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/> | (if not, check to indicate certification) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1110> | (complete attached worksheet) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1200> Terms and Condition for Lifeline Customers | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000> (check to indicate certification) ☐ ☒
<2005> (complete attached worksheet) ☐ ☒

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000> (check to indicate certification) ☒ ☒
<3005> (complete attached worksheet) ☒ ☒

Page 1

(100) Service Quality Improvement Reporting
Data Collection FormFCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|---------------------|
| <010> | Study Area Code | 542338 |
| <015> | Study Area Name | SIERRA TELEPHONE CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5596420229 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | lindab@stcg.net |

<110> Has your company received its ETC certification from the FCC? (yes / no) ☐ ☒

If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC? (yes / no) ☐ ☐

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

542338ca112.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets

<114> Report how much universal service (USF) support was received

<115> How (USF) was used to improve service quality

<116> How (USF) was used to improve service coverage

<117> How (USF) was used to improve service capacity

<118> Provide an explanation of network improvement targets not met in the prior calendar year.

| |
|--|
| |
| |
| |
| |
| |
| |

| | | |
|-------|---|---------------------|
| <010> | Study Area Code | 542338 |
| <015> | Study Area Name | SIERRA TELEPHONE CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5596429229 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | lindab@etco.net |

[illegible]

[illegible]

| | | |
|-------|---|---------------------|
| <010> | Study Area Code | 542338 |
| <015> | Study Area Name | SIERRA TELEPHONE CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5594320229 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | lindaburtoncg.net |

[illegible]

| | |
|---------------------------|---|
| (800) Operating Companies | FCC Form 481 |
| Data Collection Form | OMB Control No. 3060-0986 / OMB Control No. 3060-0819 |
| | July 2013 |

| | | |
|-------|---|--|
| <010> | Study Area Code | 542338 |
| <015> | Study Area Name | SIERRA TELEPHONE CO |
| <020> | Program Year | 2019 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5596420229 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | lindah@ecq.net |
| <810> | Reporting Carrier | Sierra Telephone Company, Inc. |
| <811> | Holding Company | Sierra Tel Communications Group |
| <812> | Operating Company | Sierra Telephone Company, Inc. |

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

| | |
|---|---------------------|
| <010> Study Area Code | 542338 |
| <015> Study Area Name | SIERRA TELEPHONE CO |
| <020> Program Year | 2015 |
| <030> Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 5596420229 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | lindabwacg.net |

<910> Tribal Land(s) on which ETC Serves

Picayune Rancheria Of Chukchanel Indians of California


<920> Tribal Government Engagement Obligation

542338ca920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

| Select (Yes, No, NA) |
|---|
| Yes |
|  |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

| | | |
|-------|---|---------------------|
| <010> | Study Area Code | 542338 |
| <015> | Study Area Name | SIERRA TELEPHONE CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5596420229 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | lindabestcg.net |

Please check this box to confirm no terrestrial backhaul
 options exist within the supported area pursuant to § 54.313(G)
 ☐

Please check this box to confirm the reporting carrier offers
 broadband service of at least 1 Mbps downstream and 256 kbps
 upstream within the supported area pursuant to § 54.313(G)
 ☐

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

| | | |
|-------|---|---------------------------------|
| <010> | Study Area Code | 542338 |
| <015> | Study Area Name | SIERRA TELEPHONE CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5596420229 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | lindaburton@sierratelephone.com |

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

5423380a1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

| | | |
|-------|---|---------------------|
| <010> | Study Area Code | 542338 |
| <015> | Study Area Name | SIERRA TELEPHONE CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 559420225 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | lindaburton@net |

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification (47 CFR § 54.313(b)(1)) ☐
- <2011> 3rd Year Certification (47 CFR § 54.313(b)(2)) ☐

Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))

- <2012> 2013 Frozen Support Certification ☐
- <2013> 2014 Frozen Support Certification ☐
- <2014> 2015 Frozen Support Certification ☐
- <2015> 2016 and future Frozen Support Certification ☐

Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))

- <2016> Certification Support Used to Build Broadband ☐

Connect America Phase II Reporting (47 CFR § 54.313(e))

- <2017> 3rd year Broadband Service Certification ☐
- <2018> 5th year Broadband Service Certification ☐
- <2019> Interim Progress Certification ☐
- <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

| | |
|--|--|
| (3000) Rate Of Return Carrier Additional Documentation Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|--|--|

| | |
|---|---------------------|
| <010> Study Area Code | 542318 |
| <015> Study Area Name | SIERRA TELEPHONE CO |
| <020> Program Year | 2015 |
| <030> Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 5596420229 ext |
| <039> Contact Email Address - Email Address of person identified in data line <030> | lindab@stc.net |

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.313(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan
Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

☐

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(Yes/No)

☒ Yes
☐ No

(3014) If yes, does your company file the RUS annual report

(Yes/No)

☒ Yes
☐ No

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

☒

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☒

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

542318ca3017.pdf

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited?

(Yes/No)

☐ Yes
☒ No

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.

☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.

☐

(3023) Underlying information subjected to a review by an independent certified public accountant

☐

(3024) Underlying information subjected to an officer certification.

☐

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

| | |
|---|--|
| Certification - Reporting Carrier Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|---|--|

| | |
|---|---------------------|
| <010> Study Area Code | 542338 |
| <015> Study Area Name | SIERRA TELEPHONE CO |
| <020> Program Year | 2015 |
| <030> Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 5596420229 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | lindab@stcg.net |

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

| | |
|---|---|
| Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients | |
| I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. | |
| Name of Reporting Carrier: SIERRA TELEPHONE CO | |
| Signature of Authorized Officer: CERTIFIED ONLINE | Date 06/24/2014 |
| Printed name of Authorized Officer: Cindy Huber | |
| Title or position of Authorized Officer: Vice President Operations | |
| Telephone number of Authorized Officer: 5596420209 ext. | |
| Study Area Code of Reporting Carrier: 542338 | Filing Due Date for this form: 07/01/2014 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

| | |
|---|--|
| Certification - Agent / Carrier Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|---|--|

| | |
|---|---------------------|
| <010> Study Area Code | 542338 |
| <015> Study Area Name | SIERRA TELEPHONE CO |
| <020> Program Year | 2015 |
| <030> Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 5596420229 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | lindab@stcg.net |

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

| Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier | |
|--|--------------------------------------|
| I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate. | |
| Name of Authorized Agent: _____ | |
| Name of Reporting Carrier: _____ | |
| Signature of Authorized Officer: _____ | Date: _____ |
| Printed name of Authorized Officer: _____ | |
| Title or position of Authorized Officer: _____ | |
| Telephone number of Authorized Officer: _____ | |
| Study Area Code of Reporting Carrier: _____ | Filing Due Date for this form: _____ |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

TO BE COMPLETED BY THE AUTHORIZED AGENT:

| Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier | |
|--|--------------------------------------|
| I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate. | |
| Name of Reporting Carrier: _____ | |
| Name of Authorized Agent or Employee of Agent: _____ | |
| Signature of Authorized Agent or Employee of Agent: _____ | Date: _____ |
| Printed name of Authorized Agent or Employee of Agent: _____ | |
| Title or position of Authorized Agent or Employee of Agent: _____ | |
| Telephone number of Authorized Agent or Employee of Agent: _____ | |
| Study Area Code of Reporting Carrier: _____ | Filing Due Date for this form: _____ |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

Attachments

FCC Form 481: Initial Five Year Plan
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 1, 2014
Study Area Code: 542338
Study Area Name: Sierra Telephone Company, Inc.
Program Year: 2015
Contact Name: Linda Burton
Contact Telephone No.: 559-642-0229
Contact Email: lindab@stcg.net

**FIVE YEAR SERVICE QUALITY IMPROVEMENT PLAN
DUE JULY 1, 2014**

OVERVIEW

Sierra Telephone Company, Inc. (Sierra Telephone) is a state-certified Eligible Telecommunications Carrier (ETC) that provides Universal Service supported services to approximately [REDACTED] service locations served by five wire centers in three exchanges. Sierra Telephone covers approximately 775 square miles in the Sierra Nevada foothills of California near Yosemite National Park. Sierra Telephone's service territory includes many recreational areas with lakes, rivers, a mixture of valley floors, rugged canyons, and rocky terrain in a very high fire danger area that includes the towns of Oakhurst and Mariposa and numerous smaller communities. Sierra Telephone's area also includes Tribal land.

Consistent with Commission requirements, this Five Year Service Quality Improvement Plan addresses only Sierra Telephone's regulated eligible telecommunications carrier operations.

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

542338ca112.pdf/CONFIDENTIAL FINANCIAL INFORMATION SUBJECT TO PROTECTIVE ORDER IN WC
DOCKET NOS. 10-90, 07-135,05-337,03-109, CC DOCKET NOS. 01-92,96-45, GN DOCKET NO. 09-51, WT
DOCKET NO. 10-208, BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

IMPROVEMENT PLANS BY YEAR (2015-2019 inclusive)

Summary descriptions of network improvements planned for the next five years in accordance with Part 54.202(a)(1)(ii) and Part 54.313(a)(1) by year and by wire center are presented in the paragraphs below and present network improvements planned for the next five years. [REDACTED]

[REDACTED]. Detailed expenditures are summarized in the attached Excel worksheets for each wire center. Where available, the area and subscribers impacted by the improvements are identified in the worksheet. Costs are broken out by voice and broadband service.

- [REDACTED]

- [REDACTED]

[REDACTED]



SUMMARY DISCUSSION OF PLANS BY YEAR:

2015



2016



2017



542338ca112.pdf/CONFIDENTIAL FINANCIAL INFORMATION SUBJECT TO PROTECTIVE ORDER IN WC
DOCKET NOS. 10-90, 07-135,05-337,03-109, CC DOCKET NOS. 01-92,96-45, GN DOCKET NO. 09-51, WT
DOCKET NO. 10-208, BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

[REDACTED]

2018

[REDACTED]

2019

[REDACTED]

542338ca112.pdf/CONFIDENTIAL FINANCIAL INFORMATION SUBJECT TO PROTECTIVE ORDER IN WC
DOCKET NOS. 10-90, 07-135,05-337,03-109, CC DOCKET NOS. 01-92,96-45, GN DOCKET NO. 09-51, WT
DOCKET NO. 10-208, BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

REDACTED - FOR PUBLIC INSPECTION

Study Area Code: 542338
 Study Area Name: Sierra Telephone Co. Inc.
 Program Year: 2015

Contact Name: Linda Burton
 Contact Telephone No.: 559-642-0229
 Contact Email: lldab@stcg.net

Form 481
 OMB Control Nos. 3060-0986/3060-0819
 July 2014

| WIRE CENTER NAME & CLLI CODE | DESCRIPTION OF IMPROVEMENT | COST ESTIMATE | REGULATED ALLOCATION | AMOUNT IN USF SUPPORT AREA | % VOICE | % BROADBAND | POPULATION IMPACTED (# OF HOUSEHOLDS) | AREA IMPACTED (SQUARE MILES) | TARGET COMPLETION DATE |
|---------------------------------|-------------------------------|---------------|-------------------------|-------------------------------|------------|-------------|---|---------------------------------|---------------------------|
| 2015 | | | | | | | | | |
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| 2017 | | | | | | | | | |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
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| 2018 | | | | | | | | | |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
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| 2019 | | | | | | | | | |
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| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

Study Area Code: 542338
Study Area Name: Sierra Telephone Co. Inc.
Program Year: 2015

Contact Name: Linda Burton
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[illegible][illegible]

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| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

2017

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| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

2018

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|------------------------------------|-------------------------------|---------------|-------------------------|-------------------------------|------------|-------------|---|---------------------------------|------------------------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
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2019

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| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
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2019

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| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
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2018

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2019[illegible]

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2015

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| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

2016

| | | | | | | | | | |
|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

2017

| | | | | | | | | | |
|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

Study Area Code: 542338
 Study Area Name: Sierra Telephone Co. Inc.
 Program Year: 2015

Contact Name: Linda Burton
 Contact Telephone No.: 559-642-0229
 Contact Email: lindab@stcg.net

Form 481
 OMB Control Nos. 3060-0986/3060-0819
 July 2014

| WIRE CENTER NAME & CLI CODE | DESCRIPTION OF IMPROVEMENT | COST ESTIMATE | REGULATED ALLOCATION | AMOUNT IN USF SUPPORT AREA | % VOICE | % BROADBAND | POPULATION IMPACTED (# OF HOUSEHOLDS) | AREA IMPACTED (SQUARE MILES) | TARGET COMPLETION DATE |
|-----------------------------------|-------------------------------|---------------|-------------------------|-------------------------------|---------|-------------|---|---------------------------------|------------------------------|
|-----------------------------------|-------------------------------|---------------|-------------------------|-------------------------------|---------|-------------|---|---------------------------------|------------------------------|

2018

| | | | | | | | | | |
|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

2019

| | | | | | | | | | |
|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

Study Area Code: 542338
Study Area Name: Sierra Telephone Company, Inc.
Program Year: 2015
Contact Name: Linda Burton
Contact Number: 559-642-0229
Contact Email Address: lindab@stcg.net

| Line Extension # | Date Initiated | Work Order Number | Date Cleared | Service Order Due Date | Service Order Completion Date | Service Type | Reason for Delay |
|---------------------|----------------|----------------------|--------------|---------------------------|----------------------------------|-----------------|-------------------------|
| 8298 | 9/11/2012 | | | | | ETS 100 Mbps | Waiting for USFS permit |

Study Area Code: 542338
Study Area Name: Sierra Telephone Company, Inc.
Program Year: 2015
Contact Name: Linda Burton
Contact Telephone Number: 559-642-0229
Contact Email Address: lindab@stcg.net

Line 510: Description of Service Quality Standards and Consumer Protection Rules Compliance for 54.313(a)(5) Certification

54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules.

The following statements describe Sierra Telephone's compliance with the CPUC and FCC requirements for service quality standards and consumer protection.

Service Quality Standards

Sierra Telephone complies with the service standards of the CPUC General Order 133-C, Rules Governing Telecommunications Services – Service Quality, and CPUC General Order 168, Market Rules to Empower Consumers and to Prevent Fraud – Consumer Protection, and related orders of the CPUC.

Consumer Protection

Sierra Telephone complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information (CPNI) and the Federal Trade Commission Red Flags Rule to prevent identity theft. Sierra Telephone has adopted CPNI and Red Flags Rule procedures, training, recordkeeping, and supervisory reviews.

Study Area Code: 542338
Study Area Name: Sierra Telephone Company, Inc.
Program Year: 2015
Contact Name: Linda Burton
Contact Telephone Number: 559-642-0229
Contact Email Address: lindab@stcg.net

Line 610: Functionality in Emergency Situations for 54.313(a)(6) Certification

54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

The following provides information that Sierra Telephone is able to function in emergency situations as set forth in §54.202(a)(2).

Back-up Power

[REDACTED]

Ability to reroute traffic around damaged facilities

[REDACTED]

Capability to manage traffic spikes resulting from emergency situations

[REDACTED]

542338ca610.pdf/CONFIDENTIAL NETWORK INFORMATION SUBJECT TO PROTECTIVE ORDER IN WC
DOCKET NOS. 10-90, 07-135,05-337,03-109, CC DOCKET NOS. 01-92,96-45, GN DOCKET NO. 09-51, WT
DOCKET NO. 10-208, BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

REDACTED - FOR PUBLIC INSPECTION

(700) Price Offerings including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|---------------------|
| <010> | Study Area Code | 542238 |
| <015> | Study Area Name | SIERRA TELEPHONE CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5596420229 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | lindaburton@cs.net |

| | | |
|-------|--|----------|
| <701> | Residential Local Service Charge Effective Date | 1/1/2014 |
| <702> | Single State-wide Residential Local Service Charge | |

<703>

[illegible]

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|---------------------|
| <010> | Study Area Code | 542338 |
| <015> | Study Area Name | SIERRA TELEPHONE CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5596420229 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda@ntecg.net |

[illegible]

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|---------------------------------|
| <010> | Study Area Code | 542238 |
| <015> | Study Area Name | SIERRA TELEPHONE CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Burton |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5596420229 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | lindaburton@cg.net |
| <810> | Reporting Carrier | Sierra Telephone Company, Inc. |
| <811> | Holding Company | Sierra Tel Communications Group |
| <812> | Operating Company | Sierra Telephone Company, Inc. |

[illegible]

Study Area Code: 542338
Study Area Name: Sierra Telephone Company, Inc.
Program Year: 2015
Contact Name: Linda Burton
Contact Telephone Number: 559-642-0229
Contact Email Address: lindab@stcq.net

Line 920: Tribal Land Offerings for 54.313(a)(9)(i-v) for Picayune Rancheria of Chukchansi Indians of California (Chukchansi)

Chukchansi Tribal Lands are located in many areas of Sierra Telephone's service territory. These areas have always been served in conjunction with telecommunications and broadband service provided to all of Sierra Telephone's customers.

Approximately 10 years ago, the Chukchansi Tribe established a large resort casino, the Chukchansi Gold Resort and Casino, in Coarsegold, California. Sierra Telephone worked closely with Chukchansi representatives to engineer, build, and provide the telecommunications and broadband services needed to support this large project. Sierra Telephone and its affiliates continue to work to assess, anticipate, and deploy services for the Chukchansi Gold Resort and Casino, Tribal businesses, Tribal agencies, and Tribal residential locations.

During this reporting period (January 1, 2013 – December 31, 2013) business contacts were made and planning discussions were held with Chukchansi Tribal Government leaders and representatives by Sierra Telephone's staff and decision-makers. Meetings and discussions were challenging due to legal disputes among factions of the Tribe related to Tribal Government authority.

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.1 GENERAL INFORMATION

4.1.1 APPLICABILITY

Applicable to eligible residence customers for Universal LifeLine Telephone Service (ULTS), also known as California LifeLine Service, furnished pursuant to the Moore Universal Telephone Service Act, the Federal Lifeline Program, and the Federal Enhanced Lifeline and Federal Tribal Link-Up Programs for eligible residents of Tribal lands. Eligible residents of Tribal lands consist of qualifying low-income consumers residing on Tribal lands, and in accordance with General Order 153.

4.1.2 TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

4.2 RATES AND CHARGES*

MONTHLY
RATE

A. Access Line Service

1. Local Flat Rate Service

| | | |
|--|---------|-----|
| a. Individual Access Line | \$20.25 | |
| Federal Lifeline Credit | -2.75 | (R) |
| California Specific Support Credit | -11.39 | (I) |
| California LifeLine One Party Flat Service | \$6.11 | |

*The difference between the rates and charges in this schedule and the regular tariffed rates and charges is recovered from the California ULTS Fund, the Federal Lifeline Program, and the Federal Tribal Link-Up Program.

(Continued)

(To be inserted by utility)

Advice Letter No. 408

Decision No. _____

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed July 6, 2012

Effective August 1, 2012

Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES* - Continued

| | MONTHLY RATE |
|--|-----------------|
| A. Access Line Service - Continued | |
| 1. Local Flat Rate Service - Continued | |
| b. Two-Party** Access Line | \$16.00 |
| Federal Lifeline Credit | -2.75 |
| California Specific Support Credit | -10.02 |
| California LifeLine Two Party Flat Service | 3.23 |
| c. Qualifying residents of Tribal Lands | |
| Individual Access Line | 20.25 |
| Federal Lifeline Credit | -2.75 |
| Federal Enhanced Lifeline Credit | -17.50 |
| Enhanced Lifeline One Party Flat Service | 0.00*** |
| 2. Toll Blocking/Toll Restriction | No Charge |
| 3. F.C.C. Subscriber Line Charge**** | 6.50 |
| Federal Subscriber Line Lifeline Credit | -6.50 |
| | No Charge |

(I)
(D)

*The difference between the rates and charges in this schedule and the regular tariffed rates and charges is recovered from the California ULTS Fund, the Federal Lifeline Program, and the Federal Tribal Link-Up Program.

**Grandfathered/Frozen service effective October 27, 2010. See Schedule Cal. P.U.C. No. A2, General Regulations, 2.1.2.A.

***Rates include changes required by the Federal Communications Commission Wireline Competition (WC) Docket No. 11-42, In the Matter of Lifeline and Link Up Reform and Modernization, as adopted by F.C.C. Order No. 12-11, effective May 1, 2012.

****The Subscriber Line Charge is located in National Exchange Carrier Association (NECA) Tariff FCC No. 5 Section 17.1.2.

(Continued)

(To be inserted by utility)
Advice Letter No. 416

Issued by
Harry H. Baker
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed Dec 13, 2012
Effective Jan 1, 2013
Resolution No. _____

Decision No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES - Continued

NON-RECURRING
CHARGE

B. Service Connection and
Change/Conversion Charges*

- Applicable to all grades of service

1. Each Connection of ULTS Primary Residence
Access Line*

a. New Service Connection - Non-Tribal Customer

| | | |
|----------------------------------|---------|-----|
| (1) Service Order Charge (SOC) | \$18.75 | (T) |
| State SOC LifeLine Credit | -9.38 | (T) |
| (2) Network Access Charge (NAC) | 28.00 | |
| State NAC LifeLine Credit | -28.00 | (T) |
| ULTS Service Connection** Charge | 9.37 | |

b. New Service Connection - Eligible Resident of Tribal Land

| | | |
|---|---------|-----|
| (1) Service Order Charge (SOC) | \$18.75 | (N) |
| Federal SOC LifeLine Credit | -18.75 | (I) |
| (2) Network Access Charge (NAC) | 28.00 | |
| Federal NAC LifeLine Credit | -14.00 | |
| State NAC LifeLine Credit | -14.00 | |
| Tribal Link-Up Service Connection*** Charge | 0.00 | (R) |

c. Service Reconnection**** Same Location

| | | |
|----------------------------------|--------|-----|
| (1) Service Order Charge (SOC) | \$9.37 | (T) |
| (2) Network Access Charge (NAC) | 14.00 | (L) |
| State NAC LifeLine Credit | -14.00 | |
| ULTS Service Connection** Charge | 9.37 | |

*Subject to limitations as set forth in Special Conditions 4.3.F following.

**In accordance with General Order 153, the ULTS connection charge and the ULTS conversion charge shall equal the lower of (i) \$10.00 or (ii) 50% of the utility's regular tariffed service connection or service conversion charge for the installation or conversion of a single residential telephone connection. There shall be no limit to the number of times that a ULTS customer may pay the non-recurring ULTS charge for service conversion.

***See Special Condition 4.3.B. for Federal Tribal Link-Up qualification requirements.

****See Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, 18.2 A and 18.2.B for the rules applicable to SOC and NAC charges for service reconnections.

(L) Material now shown on Cal. P.U.C. Sheet No. 2.1.

(Continued)

(To be inserted by utility)

Advice Letter No. 405

Decision No.

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed April 6, 2012

Effective April 6, 2012

Resolution No.

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES - Continued

NON-RECURRING
CHARGE

B. Service Connection and
Change/Conversion Charges*

- Applicable to all grades of service - Continued

1. Each Connection of ULTS Primary Residence
Access Line* - Continued

(L)

d. Service Reconnection** Same Location

(T)

(1) Service Order Charge (SOC)

\$18.75

State SOC LifeLine Credit

-9.38

(T)

(2) Network Access Charge (NAC)

28.00

State NAC LifeLine Credit

-28.00

ULTS Service Connection*** Charge

9.37

(L)

2. Change/conversion in class, type, or
grade of service* to connect to ULTS

a. Each change/conversion

(1) LifeLine service order charge

\$10.00

State SOC LifeLine Credit

-0.63

ULTS Change/Conversion*** Charge

9.37

b. Each change to add or remove
toll restriction

Service Order Charge

No Charge

*Subject to limitations as set forth in Special Conditions 4.3.F following.

**See Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, 18.2 A and 18.2.B
for the rules applicable to SOC and NAC charges for service reconnections.

***In accordance with General Order 153, the ULTS connection charge and the ULTS
conversion charge shall equal the lower of (i) \$10.00 or (ii) 50% of the utility's regular
tariffed service connection or service conversion charge for the installation or conversion
of a single residential telephone connection. There shall be no limit to the number of
times that a ULTS customer may pay the non-recurring ULTS charge for service
conversion.

(L) Material previously shown on Cal. P.U.C. Sheet No. 2.

(Continued)

(To be inserted by utility)

Advice Letter No. 405

Issued by

Harry H. Baker

NAME

(To be inserted by Cal. P.U.C.)

Date Filed April 6, 2012

Decision No.

President

TITLE

Effective April 6, 2012

Resolution No.

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES – Continued

MONTHLY
RATE

C. Surcharges

No Charge

Rates 4.2.A. and B. preceding are exempt from
the following surcharges:

California High Cost Fund (CHCF)-A Surcharge
CHCF-B Surcharge
California Advanced Services Fund (CASF)
California Teleconnect Fund Surcharge
California Relay Service and Communications Device
Fund Surcharge
ULTS Surcharge
California Public Utilities Commission (CPUC) User Fee

(N)

D. Deposits*

1. A deposit is not required to initiate ULTS service.
2. A deposit may be required to maintain basic service
if the customer no longer qualifies for ULTS.
3. A deposit may be required for non-ULTS service(s).

* Subject to limitations as set forth in Special Conditions 4.3.H. 1. through 4. following.

(Continued)

(To be inserted by utility)

Advice Letter No. 399

Decision No. _____

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed October 13, 2011

Effective December 1, 2011

Resolution No. T-17321

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements:

1. The residence at which the service is requested is the customer's principal place of residence in California. An applicant for ULTS may report only one address in this state as his/her principal place of residence.

A residence as defined in General Order 153, Section 2.45 is that portion of an individual house, building, flat or apartment (a dwelling unit) occupied entirely by a single family or individual functioning as one domestic establishment. A room or portion of a dwelling unit occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate residence for the application of ULTS.

2. The customer and the members of the customer's household collectively have one, and only one, ULTS line, except as provided for in accordance with General Order 153, Sections 5.1.8 and 5.1.9.
3. The customer's eligibility meets either the income-based criterion or the program-based criterion.
4. Income-Based Limits and Requirements

Income-based criterion allows a customer to enroll in ULTS based on his/her household income, i.e. members of the customer's household collectively earn no more than the following amount of annual income:

| ULTS Income Limits | | (T) |
|------------------------|---------------------------------|-----|
| <u>Household Size</u> | <u>Effective 6/1/13-5/31/14</u> | |
| 1,2 | \$25,100 | (I) |
| 3 | 29,300 | |
| 4 | 35,400 | |
| Each Additional Member | 6,100 | (I) |

(Continued)

(To be inserted by utility)
Advice Letter No. 418

Issued by
Harry H. Baker
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed April 12, 2013
Effective June 1, 2013
Resolution No. _____

Decision No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

4. Income-Based Limits and Requirements - Continued

- a. The income used to determine eligibility for the ULTS program shall be based on total household income, defined in General Order 153, Section 2.5.7, as all revenues, from all household members, from whatever source derived, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, spousal support and child support, grants, gifts, allowances, stipends, public assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income. (T) (D)
- b. For households with self-employed members, the "income from self-employment" shown on IRS Form 1040, Schedule C, Line 29 shall be used in the determination of whether a household is eligible to participate in the ULTS program. (D)
- c. Borrowed money shall not be considered as income when determining eligibility for the ULTS program.
- d. Funds transferred from one account to another, such as from a savings account to a checking account, shall not be considered as income when determining eligibility for the ULTS program, even if such funds are used for living expenses.
- e. The customer must provide income documentation substantiating his/her household income. Acceptable income documents are:
 - (1) Prior year's state, federal, or tribal tax return
 - (2) Current income statement from an employer or paycheck stub for three consecutive months worth of the same type of statements within the last 12 months
 - (3) Statements of benefits from Social Security, Veteran's Administration
 - (4) Statement of benefits from retirement/pension, Unemployment/Workmen's Compensation
 - (5) A divorce decree
 - (6) Child support document
 - (7) Other official documents

(Continued)

(To be inserted by utility)

Advice Letter No. 399

Decision No. _____

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed October 13, 2011

Effective December 1, 2011

Resolution No. T-17321

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

5. Program-based criterion allows a customer to enroll in ULTS based on the customer's or a member of the household's participation in any of the means-tested programs approved by the Commission. Approved means-test programs are:

- a. Medicaid or Medi-Cal
- b. Supplemental Nutrition Assistance Program (SNAP), Formerly known as Food Stamps (T)
- c. Supplemental Security Income (SSI)
- d. Federal Public Housing Assistance or Section 8
- e. Low Income Home Energy Assistance (LIHEAP)
- f. Temporary Assistance for Needy Families (TANF)
Also known in California as:
California Work Opportunity and Responsibility For Kids (CalWORKs)
Stanislaus Work Opportunity and Responsibility for Kids (StanWORKs)
Welfare to Work (WTW)
Greater Avenues for Independence (GAIN)
- g. National School Lunch Program (NSLP)
- h. Tribal TANF
- i. Bureau of Indian Affairs General Assistance
- j. Head Start Income Eligible (Tribal Only)
- k. Healthy Families Category A
- l. Women, Infants, and Children Program (WIC)

6. No person who is claimed as a dependent on another person's income tax return shall be eligible for ULTS.

(Continued)

(To be inserted by utility)

Advice Letter No. 405

Decision No. _____

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed April 6, 2012

Effective April 6, 2012

Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

7. A household shall be eligible to receive two ULTS lines if:
 - a. The household meets all ULTS eligibility criteria set forth in 4.3.A.1. through 4.3.A.6. preceding,
 - b. The household has a disabled member who has immediate and continuous access within the household to a teletypewriter (TTY) device or a 2-line CapTel device which is a functional equivalent of a TTY device, and (T)
(T)
 - c. The TTY or a 2-line CapTel device is issued by the Deaf and Disabled Telecommunications Program (DDTP) or a medical certificate indicating the household member's need for a TTY or a 2-line CapTel device is submitted. (T)
(T)
8. All ULTS rules and regulations that apply to the one ULTS line shall apply equally to the second ULTS line provided to a household.
9. A customer denied ULTS eligibility for not being a member of a program listed in 4.3.A.5 following, who can demonstrate membership in a county-equivalent means-test program can appeal the denial decision with the Commission Consumer Affairs Branch (CAB).
10. Customers will incur regular tariff rates and charges until completion of the ULTS certification process.
11. Customers will be converted to ULTS service upon the Utility receiving confirmation of the customer's eligibility from the Commission or California LifeLine administrator.
12. Once certified, the Utility will apply the ULTS discount to the customer's next bill retroactively to the application date and if the net credit is at least \$10.00, the customer may request a refund check from the Utility.

(Continued)

(To be inserted by utility)
Advice Letter No. 400

Decision No. _____

Issued by
Harry H. Baker
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed Nov 22, 2011
Effective Nov 28, 2011
Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

13. Customers that verbally certify they meet the ULTS income limits and have proof of income, or participate in an approved public program will receive a certification form in the mail from the Commission's certifying agent for completion and submission.
14. The completed certification form must be returned and received by the Commission's certifying agent by the due date indicated on the form.
15. Any customer who fails to return the ULTS form or otherwise qualify for ULTS by the certification date shall have their application rejected.
16. The Utility shall not knowingly enroll a customer into the ULTS program who does not meet the ULTS eligibility criteria and the Utility shall not knowingly allow a customer to remain in the ULTS program who does not meet the ULTS eligibility criteria.
17. The Utility shall not link the availability of discounted phone service under the ULTS program with the sale of non-ULTS services.
18. The Utility must inform the customer that he or she may opt to receive the instruction form for completing the certification form in Braille (English Only), or the instructions and the form in large print.
19. If a customer has previously been certified while participating in the program with another carrier and subsequently changes carriers, while maintaining eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of carriers occurs within a 30-day period. If a customer changes his or her principle place of residence, while maintaining eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of residence is within a 30-day period.
20. LifeLine service is a non-transferrable benefit. An eligible LifeLine customer may not transfer his or her telephone service to anyone.
21. Pursuant to 47 C.F.R §54.410(d), an applicant applying for discounts from the Universal LifeLine Telephone Service (California LifeLine) program must provide his or her date of birth and the last four digits of his or her SSN on the Application Form provided by the California LifeLine Administrator.

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(N)

(Continued)

(To be inserted by utility)
Advice Letter No. 415

Issued by
Harry H. Baker
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed Nov 5, 2012
Effective Feb 1, 2013
Resolution No. _____

Decision No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

B. Federal Enhanced Lifeline and Tribal Link-Up Benefits and Qualification Requirements for Federally-Designated Tribal Lands

1. Description

The following Enhanced Lifeline and Tribal Link-Up program benefits and qualification standards apply to all eligible residents of Tribal lands, which consist of qualifying low-income consumers residing on Tribal lands. The term "Tribal lands" means any federally recognized Indian tribe's reservation, Pueblo, Colony, including former reservations in Oklahoma, Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands, as defined in the Code of Federal Regulations, part 54 section 54.400, and any off reservation lands designated as Tribal lands by the Federal Communications Commission Wireline Competition Bureau and the Office of Native Affairs and Policy.

2. Qualifications

In addition to the qualification standards set out in Section 4.3.A preceding for Enhanced Lifeline and Tribal Link-Up program participants, eligible residents of Tribal lands, which consists of low-income consumers residing on Tribal lands, may qualify for these programs if they participate in any one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs general assistance; Tribally administered Temporary Assistance for Needy Families; Head Start (only those meeting its income qualifying standard); or the Food Distribution Program on Indian Reservations (FDPIR). Those who qualify under the provisions of this paragraph must provide written certification of such qualification under penalty of perjury and must further agree to notify the Company if the customer ceases to participate in the program or programs.

3. Lifeline and Link-Up Benefits

Additional federal Enhanced Lifeline support of up to \$25.00 will be applied to the monthly local service rate, not to exceed the sum of the monthly local service rate, as shown in 4.2.A.1.a, preceding, inclusive of the federal End-User Common Line charge. Federal Tribal Link-Up support will be provided for a 100% reduction, up to \$100, of the customary charge for commencing telecommunications service for a single telecommunications connection at a Tribal lands customer's principal place of residence, including line extension charges. An eligible resident of Tribal lands may receive the benefit of the Tribal Link-Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link-Up assistance was provided previously.

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(T)

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(To be inserted by utility)
Advice Letter No. 408

Issued by
Harry H. Baker

NAME

Decision No. _____

President

TITLE

(To be inserted by Cal. P.U.C.)
Date Filed July 6, 2012

Effective August 1, 2012

Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- C. ULTS is available to eligible customers subscribing to the flat rate residence individual and two-party* line service. (T)
- D. All ULTS customers are entitled to receive every one of the service elements of ULTS, and every utility is required to offer all of the service elements of ULTS to each of its ULTS customers. The service elements of ULTS are as follows:
1. Access to (a) single party local exchange service, or (b) service that is equivalent, in all substantial respects, to single party local exchange service.
 2. Access to all interexchange carriers offering service in the ULTS customer's local exchange.
 3. Ability to place calls.
 4. Ability to receive free unlimited incoming calls.
 5. Free touch-tone dialing.
 6. Free unlimited access to 9-1-1/E9-1-1.
 7. Access to local directory assistance (DA). Each utility shall offer to its ULTS customers the same number of free DA calls that the utility provides to its non-ULTS residential customers.
 8. Access to foreign Numbering Plan Areas.
 9. ULTS rates and charges.
 10. Customer choice of flat-rate local service or measured-rate local service. The 17 smaller LECs identified in D.96-10-066 do not have to offer ULTS customers the choice of flat or measured-rate local service, unless the smaller LEC offers this option to its non-ULTS residential customers.
 11. Free provision of one directory listing per year as provided for in Decision No. 96-02-072.
 12. Free white pages telephone directory.
 13. Access to operator service.
 14. Voice grade connection to the public switched telephone network.
 15. Free access to 800 or 800-like toll-free services.

*Grandfathered/Frozen service effective October 27, 2010. See Schedule Cal. P.U.C. No. A2, General Regulations, 2.1.2.A. (N)
(N)

(Continued)

(To be inserted by utility)
Advice Letter No. 382

Decision No. _____

Issued by
Harry H. Baker
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed August 11, 2010
Effective October 27, 2010
Resolution No. T-17291

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

D. All ULTS customers are entitled to receive every one of the service elements of ULTS, and every utility is required to offer all of the service elements of ULTS to each of its ULTS customers. The service elements of ULTS are as follows: -
Continued

16. Access to telephone relay services as provided for in Pub. Util. Code § 2881 et seq.
17. Toll-free access to customer service for information about ULTS, service activation, service termination, service repair, and bill inquiries.
18. Toll-free access to customer service representatives fluent in the same language (English and non-English) in which ULTS was originally sold.
19. Free access to toll-blocking service.
20. Free access to toll-control service, but only if (a) the utility is capable of offering toll-control service, and (b) the ULTS customer has no unpaid bill for toll service.
21. Access to two residential telephone lines if a low-income household with a disabled person requires both lines to access ULTS.
22. Free access to the California Relay Service via the 7-1-1 abbreviated dialing code.

E. ULTS is restricted to residence local exchange service including all applicable extended area service. Foreign Exchange Services are excluded from this offering.

F. Discounted Non-Recurring Charges

1. Service Connection Charge

- a. The ULTS connection charge is applicable to all qualifying households residing at the same address.
- b. The ULTS connection charge is applicable at any time a qualifying household:
 - (1) establishes ULTS,
 - (2) re-establishes ULTS at the same residence at which ULTS was previously provided, regardless of reason for disconnect,
 - (3) establishes ULTS at a new principal place of residence, or
 - (4) switches ULTS from one ULTS Provider to another.

(T)
(T)

(Continued)

(To be inserted by utility)
Advice Letter No. 399

Decision No. _____

Issued by
Harry H. Baker
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed October 13, 2011
Effective December 1, 2011
Resolution No. T-17321

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

F. Discounted Non-Recurring Charges - Continued

1. Service Connection Charge - Continued

- c. Utilities may not impose a "central office charge" in addition to the ULTS connection charge when installing ULTS.
- d. Installation of a second and subsequent telephone service connections shall be subject to the Utility's regular tariffed rates for these connections, except that low-income households with a disabled member may qualify for ULTS connection charges on two residential telephone connections.

2. Service Change/Conversion Charge

The ULTS change/conversion charge is applicable each time a ULTS customer requests a change in the class (business or residential to ULTS), type (measured to flat rate service or vice versa), or grade of service (one to two party* service or vice versa) including requests to change from Foreign Exchange Service. There is no limit on the number of times a ULTS customer may pay the ULTS change/conversion charge to effect a change in the class, type or grade of service. The discounted charge excludes adding services not covered under the ULTS program.

(T)

- a. No conversion charge may be assessed on an applicant or claimed from the ULTS fund if a customer fails to qualify for ULTS.
- b. No conversion charge can be assessed on a customer or claimed from the ULTS fund if a customer is removed from the ULTS program (either voluntarily or involuntarily).

*Grandfathered/Frozen service effective October 27, 2010. See Schedule Cal. P.U.C. No. A2, General Regulations, 2.1.2.A.

(N)
(N)

(Continued)

(To be inserted by utility)
Advice Letter No. 382

Issued by
Harry H. Baker
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed August 11, 2010
Effective October 27, 2010
Resolution No. T-17291

Decision No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

G. Eligible recipients of this service may have up to 12 months to pay the Utility for the reduced Service Connection Charges. The Utility will bill the customer in 12 equal installments.

H. Deposits

1. Establishment of Credit – ULTS Residence Applicants

a. For Basic Service:

A deposit is not required from ULTS customers to establish credit for basic service, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5.

b. For Non-Basic Service(s):

Each applicant will be required to establish credit for non-basic services in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment of Credit for Residence Service, Section B. The Utility may elect to offer toll blocking/toll restriction to the applicant in lieu of requiring a deposit for non-basic toll service(s) as prescribed in Schedule Cal. P.U.C. No. A2, Rule 7, Deposits.

2. Re-Establishment of Credit – ULTS Residence Applicants

a. For Basic Service:

A deposit is not required from ULTS customers to re-establish credit for basic service, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5.

b. For Non-Basic Service(s):

A customer or applicant whose service has been discontinued for non-payment of bills will be required to re-establish credit in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment and Re-Establishment of Credit. The Utility may elect to offer toll blocking/toll restriction to the applicant or customer in lieu of requiring a deposit for non-basic toll service(s) as prescribed in Schedule Cal. P.U.C. No. A2, Rule 7, Deposits.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

H. Deposits - Continued

3. Service Reinstatement

The Utility may require a ULTS customer to pay any overdue basic ULTS rates and charges, or make payment arrangements, before ULTS is reinstated to a ULTS customer's line at the same address or new address.

4. Other than previously stated, establishment or re-establishment of credit shall be in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment and Re-Establishment of Credit.

- I. Any payment received from ULTS customers will be applied first to the balance due on deniable local service non-recurring and recurring charges, including mandated surcharges and taxes, and the remaining amount will be applied to long distance/toll service and other charges at the Utility's discretion, unless the customer directs otherwise.

Disconnection of ULTS service is prohibited for non-payment of toll charges.

Other than stated above, ULTS service shall be subject to the conditions set forth in Schedule Cal. P.U.C. A2, Rule 11, Discontinuance and Restoration of Service.

- J. Customers who wish to re-establish ULTS service after removal from the program will be treated as a new customer, subject to the Commission's enrollment and certification process. A Service Order Charge as shown in Rates 4.2. B.1.a, B.1.b, B.1.c, or B.2.a. is applicable. The ULTS discount will not be applied retroactively to the date of removal.

(T)

(Continued)

(To be inserted by utility)

Advice Letter No. 399

Decision No. _____

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed October 13, 2011

Effective December 1, 2011

Resolution No. T-17321

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- K. Each ULTS customer is subject to the annual verification process. The certifying agent will qualify new ULTS customers and verify the continued eligibility of existing ULTS customers. (T)

Any ULTS customer who fails to qualify for continued ULTS eligibility and/or fails to return the completed verification form by date specified by the certifying agent shall be removed from the ULTS program.

Upon notification from the certifying agent, the Utility shall convert the customer to regular residential service starting with the removal date provided by the certifying agent. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

- L. Recipients of ULTS service must notify the Utility of a change in any condition which occurs that would cause the household to no longer qualify for ULTS and/or a second ULTS line. (T)

Upon receipt of notification, the Utility will change the ULTS service to regular tariffed rates for the service furnished. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

- M. The Commission or the Commission's agent may audit and verify a customer's eligibility to participate in the ULTS program. Any customer who is found to be ineligible to participate in the ULTS program shall be removed from the ULTS program.

Upon notification from the Commission or the Commission's agent, the Utility shall convert the customer to regular residential service starting with the removal date provided by the certifying agent. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

The Commission or the Commission's agent may bill the ineligible customer for any ULTS discounts that the customer should not have received for the period covered by the audit, plus interest equal to the 3-month commercial paper rate.

(Continued)

(To be inserted by utility)
Advice Letter No. 374

Issued by
Harry H. Baker
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed May 1, 2009
Effective July 1, 2009
Resolution No. T-17202

Decision No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- N. The Utility will annually mail to all residence customers, other than customers of ULTS, foreign exchange or farmer lines, a notice that contains information about the availability, terms, and conditions of ULTS.
- O. In addition to the rates and conditions specified herein, all rules, regulations, charges, and rates in conjunction with the services furnished elsewhere in the tariffs are also applicable to the service provided under this schedule.
- P. Optional services and equipment are not included in ULTS rates, but will be provided to ULTS customers at applicable tariff rates and charges.
- Q. ULTS rates shall be applied to each monthly statement for the months this service is furnished and shall apply only for the duration of this service.
- R. Each ULTS customer shall be eligible for one or two ULTS lines as set forth in General Order 153, and ULTS customers may subscribe to additional non-ULTS lines. Non-ULTS lines will be available to ULTS customers at the applicable regular tariffed rates and charges.
- S. The Utility will send a confirmation notice to all ULTS applicants informing them of the arrival of Application Forms from the California LifeLine Administrator and the requirement to return the completed forms with all required documentation. The notice will also inform them that failure to return all of the required documentation by the deadline date will result in denial of LifeLine service.

(N)
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(N)

(To be inserted by utility)

Advice Letter No. 399

Decision No. _____

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed October 13, 2011

Effective December 1, 2011

Resolution No. T-17321

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|--|-------------------------------|--|---|-------------------------------|----------------------------------|
| USDA-RUS OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS | | This data will be used by RUS to review your financial situation. Your response is required by 7 USC 901 et seq and subject to federal laws and regulations regarding confidential information. will be treated as confidential. BORROWER NAME Sierra Telephone Company, Inc. (Prepared with Audited Data) | | | |
| INSTRUCTIONS: Submit report to RUS within 30 days after close of the period. For detailed instructions, see RUS Bulletin 1744-2. Report in whole dollars only. | | PERIOD ENDING December, 2013 | BORROWER DESIGNATION CA0515 | | |
| CERTIFICATION We hereby certify that the entries in this report are in accordance with the accounts and other records of the system and reflect the status of the system to the best of our knowledge and belief. ALL INSURANCE REQUIRED BY 7 CFR PART 1788, CHAPTER XVII, RUS, WAS IN FORCE DURING THE REPORTING PERIOD AND RENEWALS HAVE BEEN OBTAINED FOR ALL POLICIES. DURING THE PERIOD COVERED BY THIS REPORT PURSUANT TO PART 1788 OF 7CFR CHAPTER XVII (Check one of the following) | | | | | |
| <input type="checkbox"/> All of the obligations under the RUS loan documents have been fulfilled in all material respects. | | <input type="checkbox"/> There has been a default in the fulfillment of the obligations under the RUS loan documents. Said default(s) is/are specifically described in the Telecom Operating Report. | | | |
| DATE | | | | | |
| PART A. BALANCE SHEET | | | | | |
| ASSETS | BALANCE PRIOR YEAR | BALANCE END OF PERIOD | LIABILITIES AND STOCKHOLDERS' EQUITY | BALANCE PRIOR YEAR | BALANCE END OF PERIOD |
| CURRENT ASSETS | | | CURRENT LIABILITIES | | |
| 1. Cash and Equivalents | | | 25. Accounts Payable | | |
| 2. Cash-RUS Construction Fund | | | 26. Notes Payable | | |
| 3. Affiliates | | | 27. Advance Billings and Payments | | |
| a. Telecom, Accounts Receivable | | | 28. Customer Deposits | | |
| b. Other Accounts Receivable | | | 29. Current Mat. L/T Debt | | |
| c. Notes Receivable | | | 30. Current Mat. L/T Debt-Rur. Dev. | | |
| 4. Non-Affiliates | | | 31. Current Mat.-Capital Leases | | |
| a. Telecom, Accounts Receivable | | | 32. Income Taxes Accrued | | |
| b. Other Accounts Receivable | | | 33. Other Taxes Accrued | | |
| c. Notes Receivable | | | 34. Other Current Liabilities | | |
| 5. Interest and Dividends Receivable | | | 35. Total Current Liabilities (25 thru 34) | | |
| 6. Material-Regulated | | | LONG-TERM DEBT | | |
| 7. Material-Nonregulated | | | 36. Funded Debt-RUS Notes | | |
| 8. Prepayments | | | 37. Funded Debt-RTB Notes | | |
| 9. Other Current Assets | | | 38. Funded Debt-FFB Notes | | |
| 10. Total Current Assets (1 Thru 9) | | | 39. Funded Debt-Other | | |
| NONCURRENT ASSETS | | | 40. Funded Debt-Rural Develop. Loan | | |
| 11. Investment in Affiliated Companies | | | 41. Premium (Discount) on L/T Debt | | |
| a. Rural Development | | | 42. Recquired Debt | | |
| b. Nonrural Development | | | 43. Obligations Under Capital Lease | | |
| 12. Other Investments | | | 44. Adv. From Affiliated Companies | | |
| a. Rural Development | | | 45. Other Long-Term Debt | | |
| b. Nonrural Development | | | 46. Total Long-Term Debt (36 thru 45) | | |
| 13. Nonregulated Investments | | | OTHER LIAB. & DEF. CREDITS | | |
| 14. Other Noncurrent Assets | | | 47. Other Long-Term Liabilities | | |
| 15. Deferred Charges | | | 48. Other Deferred Credits | | |
| 16. Jurisdictional Differences | | | 49. Other Jurisdictional Differences | | |
| 17. Total Noncurrent Assets (11 thru 16) | | | 50. Total Other Liabilities and Deferred Credits (47 thru 49) | | |
| PLANT, PROPERTY, AND EQUIPMENT | | | EQUITY | | |
| 18. Telecom, Plant-in-Service | 1 | | 51. Cap. Stock Outstanding & Subscribed | | |
| 19. Property Held for Future Use | | | 52. Additional Paid-in-Capital | | |
| 20. Plant Under Construction | | | 53. Treasury Stock | | |
| 21. Plant Adj., Nonop. Plant & Goodwill | | | 54. Membership and Cap. Certificates | | |
| 22. Less Accumulated Depreciation | 1 | | 55. Other Capital | | |
| 23. Net Plant (18 thru 21 less 22) | | | 56. Patronage Capital Credits | | |
| 24. TOTAL ASSETS (10+17+23) | | | 57. Retained Earnings or Margins | | |
| | | | 58. Total Equity (51 thru 57) | | |
| | | | 59. TOTAL LIABILITIES AND EQUITY (35+46+50+58) | | |

| | | | |
|---|------------|----------------------|--|
| USDA-RUS | | BORROWER DESIGNATION | |
| OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS | | CA0515 | |
| | | PERIOD ENDING | |
| INSTRUCTIONS- See RUS Bulletin 1744-2 | | December, 2013 | |
| PART B. STATEMENTS OF INCOME AND RETAINED EARNINGS OR MARGINS | | | |
| ITEM | PRIOR YEAR | THIS YEAR | |
| 1. Local Network Services Revenues | | | |
| 2. Network Access Services Revenues | | | |
| 3. Long Distance Network Services Revenues | | | |
| 4. Carrier Billing and Collection Revenues | | | |
| 5. Miscellaneous Revenues | | | |
| 6. Uncollectible Revenues | | | |
| 7. Net Operating Revenues (1 thru 5 less 6) | | | |
| 8. Plant Specific Operations Expense | | | |
| 9. Plant Nonspecific Operations Expense (Excluding Depreciation & Amortization) | | | |
| 10. Depreciation Expense | | | |
| 11. Amortization Expense | | | |
| 12. Customer Operations Expense | | | |
| 13. Corporate Operations Expense | | | |
| 14. Total Operating Expenses (8 thru 13) | | | |
| 15. Operating Income or Margins (7 less 14) | | | |
| 16. Other Operating Income and Expenses | | | |
| 17. State and Local Taxes | | | |
| 18. Federal Income Taxes | | | |
| 19. Other Taxes | | | |
| 20. Total Operating Taxes (17+18+19) | | | |
| 21. Net Operating Income or Margins (15+16-20) | | | |
| 22. Interest on Funded Debt | | | |
| 23. Interest Expense - Capital Leases | | | |
| 24. Other Interest Expense | | | |
| 25. Allowance for Funds Used During Construction | | | |
| 26. Total Fixed Charges (22+23+24-25) | | | |
| 27. Nonoperating Net Income | | | |
| 28. Extraordinary Items | | | |
| 29. Jurisdictional Differences | | | |
| 30. Nonregulated Net Income | | | |
| 31. Total Net Income or Margins (21+27+28+29+30-26) | | | |
| 32. Total Taxes Based on Income | | | |
| 33. Retained Earnings or Margins Beginning-of-Year | | | |
| 34. Miscellaneous Credits Year-to-Date | | | |
| 35. Dividends Declared (Common) | | | |
| 36. Dividends Declared (Preferred) | | | |
| 37. Other Debits Year-to-Date | | | |
| 38. Transfers to Patronage Capital | | | |
| 39. Retained Earnings or Margins End-of-Period [(31+33+34) - (35+36+37+38)] | | | |
| 40. Patronage Capital Beginning-of-Year | | | |
| 41. Transfers to Patronage Capital | | | |
| 42. Patronage Capital Credits Retired | | | |
| 43. Patronage Capital End-of-Year (40+41-42) | | | |
| 44. Annual Debt Service Payments | | | |
| 45. Cash Ratio [(14+20-10-11) / 7] | | | |
| 46. Operating Accrual Ratio [(14+20+26) / 7] | | | |
| 47. TIER [(31+26) / 28] | | | |
| 48. DSCR [(31+26+10+11) / 44] | | | |

| | | | |
|--|--|--------------------------------|--|
| USDA-RUS | | BORROWER DESIGNATION | |
| OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS | | CA0515 | |
| | | PERIOD ENDED December, 2013 | |
| INSTRUCTIONS - See help in the online application. | | | |
| PART I - STATEMENT OF CASH FLOWS | | | |
| 1. Beginning Cash (Cash and Equivalents plus RUS Construction Fund) | | | |
| CASH FLOWS FROM OPERATING ACTIVITIES | | | |
| 2. Net Income | | | |
| <i>Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities</i> | | | |
| 3. Add: Depreciation | | | |
| 4. Add: Amortization | | | |
| 5. Other (Explain) | | | |
| <i>Changes in Operating Assets and Liabilities</i> | | | |
| 6. Decrease/(Increase) in Accounts Receivable | | | |
| 7. Decrease/(Increase) in Materials and Inventory | | | |
| 8. Decrease/(Increase) in Prepayments and Deferred Charges | | | |
| 9. Decrease/(Increase) in Other Current Assets | | | |
| 10. Increase/(Decrease) in Accounts Payable | | | |
| 11. Increase/(Decrease) in Advance Billings & Payments | | | |
| 12. Increase/(Decrease) in Other Current Liabilities | | | |
| 13. Net Cash Provided/(Used) by Operations | | | |
| CASH FLOWS FROM FINANCING ACTIVITIES | | | |
| 14. Decrease/(Increase) in Notes Receivable | | | |
| 15. Increase/(Decrease) in Notes Payable | | | |
| 16. Increase/(Decrease) in Customer Deposits | | | |
| 17. Net Increase/(Decrease) in Long Term Debt (including Current Maturities) | | | |
| 18. Increase/(Decrease) in Other Liabilities & Deferred Credits | | | |
| 19. Increase/(Decrease) in Capital Stock, Paid-in Capital, Membership and Capital Certificates & Other Capital | | | |
| 20. Less: Payment of Dividends | | | |
| 21. Less: Patronage Capital Credits Retired | | | |
| 22. Other (Explain) | | | |
| 23. Net Cash Provided/(Used) by Financing Activities | | | |
| CASH FLOWS FROM INVESTING ACTIVITIES | | | |
| 24. Net Capital Expenditures (Property, Plant & Equipment) | | | |
| 25. Other Long-Term Investments | | | |
| 26. Other Noncurrent Assets & Jurisdictional Differences | | | |
| 27. Other (Explain) Accumulated Depreciation - Retirements | | | |
| 28. Net Cash Provided/(Used) by Investing Activities | | | |
| 29. Net Increase/(Decrease) in Cash | | | |
| 30. Ending Cash | | | |

Revision Date 2010

MOSS ADAMS
ATTORNEYS AT LAW

**INDEPENDENT AUDITORS REPORT ON COMPLIANCE WITH ASPECTS OF CONTRACTUAL
AGREEMENTS AND REGULATORY REQUIREMENTS FOR TELECOMMUNICATIONS BORROWERS**

The Board of Directors
Sierra Telephone Company, Inc.



Proprietary and Confidential

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CC DOCKET NOS 01-92,96-45, GN DOCKET NO 09-51, WT DOCKET NO 10-208, BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

Praxity
MEMBER
GLOBAL ALLIANCE OF
INDEPENDENT FIRMS

REDACTED - FOR PUBLIC INSPECTION



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CC DOCKET NOS 01-92,95-45, GN DOCKET NO 09-51, WT DOCKET NO 10-208, BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

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